



LifeSize Global Services

LifeSize Solution Lifecycle

- Plan
- Deploy
- Adopt
- Optimize

Reduce Your Cost and Achieve Optimal Performance

- Accelerate business benefits
- Decrease time to deployment
- Drive adoption
- Lower your TCO
- Optimize performance
- Reduce risk
- Secure peace of mind

LifeSize Global Services

Realize the Value of Your LifeSize Solution

LifeSize HD video communication solutions enable universal video collaboration, allowing your organization to communicate and respond, worldwide, in a fast, secure and reliable method. However, in order to best realize the value of your LifeSize solution, you must ensure that the solution has been planned, deployed, adopted and set up to operate as best as possible. LifeSize Global Services offers you the opportunity to do just that through our comprehensive suite of service offerings.

At LifeSize Global Services we do more than provide product support; we help you manage the entire life cycle of your LifeSize solution. Each of our services, which encompass planning, deployment, adoption and operation, are developed, managed and delivered by certified LifeSize professionals who are trained in LifeSize's proven best practices to accelerate the success of your solution. Our team of experts will work with you to develop a customized services plan specific to your needs no matter where you may be in the deployment of your solution. And because we know requirements can change along the way, we will be ready to revise and update your services as needed. From planning to optimizing, LifeSize Global Services will work with you during any stage of your solution life cycle, helping you to realize the value while allowing you to focus on your business priorities.



LifeSize Solution Lifecycle

Plan and Deploy

A detailed plan is essential to help mitigate risk, achieve operational excellence and reduce the total cost of ownership (TCO) of your LifeSize solution. Our team of technical account managers will work with you and your IT organization to develop a plan that is not only aligned to your business objectives but designed to ensure the optimal performance of your solution based on your specific applications. Technical requirements, customization needs and readiness assessments will be reviewed to help you identify and resolve any potential risks before the deployment of your LifeSize solution.

Once your plan is defined, our team of experts will be ready to manage any and all aspects of the deployment of your LifeSize solution. Our multiphased deployment options allow you to choose how much of the deployment you want us to manage for you. From single-site deployment to complex international installations, we can help simplify your implementation project, enabling you to see an immediate return on your investment and ensuring that your deployment meets the needs of your business.

Adopt

An essential phase during the solution life cycle is the enablement of your team to use, support and manage your LifeSize solution. Our education offerings can help you drive adoption by ensuring that your team realizes the full capabilities and benefits of your solution.

Training on your LifeSize solution can be delivered in a variety of methods, including instructor-led training sessions in a LifeSize classroom, virtual instructor-led sessions delivered online and through our social collaboration environments, which include the LifeSize Enablement Network (LEN), the LifeSize Learning Exchange (LLX) and the Adoption Solution Kit (ASK).

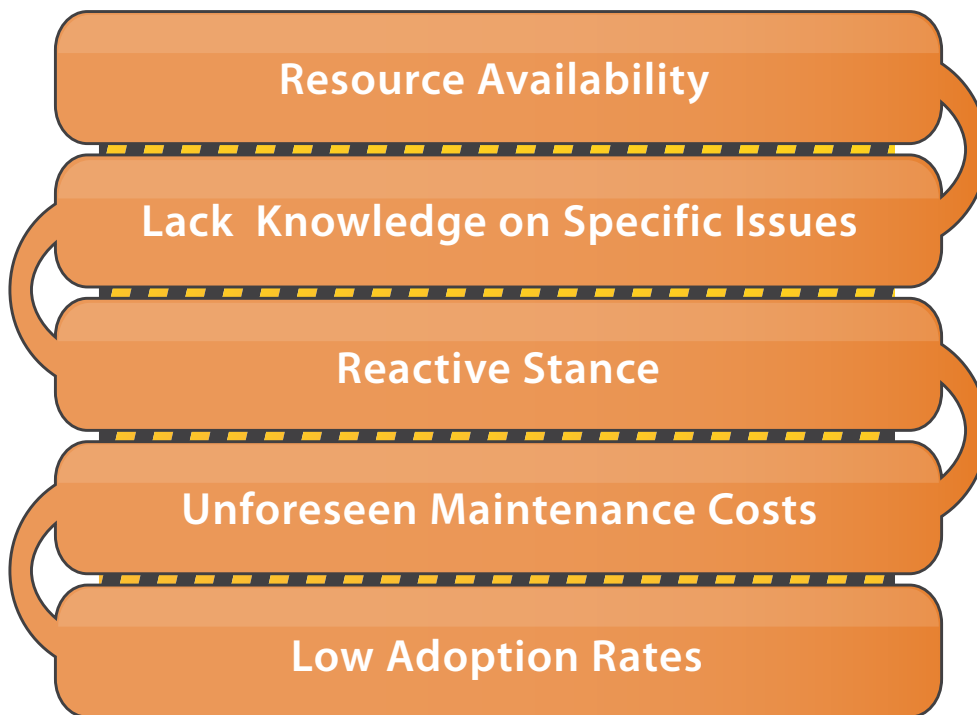
Additionally, our skills assessment managers can conduct a needs analysis of your organization to define the tasks required to support and use your solution, evaluate the ability of your team to perform those tasks and then develop a customized training plan to address any knowledge gaps.

Optimize

The health of your LifeSize solution is vital to its ability to operate optimally at all times. Our team of certified LifeSize Technical Account Managers and Support Engineers can conduct regular audits to ensure the readiness of all LifeSize products and are available to respond to your support inquiries whenever they may arise. From keeping your applications current through ongoing software upgrades to performing proactive maintenance checks or replacing a product when it falls ill, our dedicated support organization will keep your LifeSize solution operating optimally at all times. This enables you to focus on your business while securing peace of mind that your solution will consistently deliver a high-quality communications experience.

Why LifeSize Global Services?

Challenges with Managing Your Own Solution



The pressure to deliver a faster return on IT investments has never been greater, but your IT staff members need to focus on revenue-driving activities and innovation, taking their time away from learning the intricacies of your LifeSize solution. Resource availability, low adoption rates and unforeseen maintenance costs can also impact the performance of your solution, making it difficult to maximize your ROI.

Reduce Your Cost and Achieve Optimal Performance

LifeSize Global Services helps you overcome these challenges by providing a range of services over the solution lifecycle that can help you reduce maintenance costs, lower your TCO and achieve optimal performance. Our team of experts has proven expertise in planning, deployment, technology adoption and product performance optimization to improve business outcomes, thus helping you realize the full value of your solution. Engagement with LifeSize Global Services can help you:

- Accelerate business benefits
- Decrease time to deployment
- Drive adoption
- Lower your TCO
- Optimize performance
- Reduce risk
- Secure peace of mind





Accelerate the Success of Your LifeSize Solution

LifeSize Global Services is committed to helping you accelerate the success of your LifeSize solution through the delivery of services during any phase of your solution life cycle. From planning to optimizing, let the LifeSize Global Services team of experts help you realize the full value of your LifeSize solution.

More Information

For more information about LifeSize Global Services, please contact your LifeSize Account Manager or visit us online at:

www.lifesize.com/services

About LifeSize Global Services

You've invested in the best HD video conferencing and collaboration solutions available; now let the LifeSize Global Services team help you realize the full value of your LifeSize solution.

Our line of services, which encompass the planning, deployment, adoption and operation of your LifeSize solution, are developed, managed and delivered by certified LifeSize professionals trained in LifeSize's proven best practices to accelerate success. From planning to optimizing, LifeSize Global Services will work with you during any stage of your solution life cycle, helping you to realize the full value while allowing you to focus on your business priorities.



AMERICAS:

LifeSize
1601 S. MoPac Expressway
Suite 100
Austin, Texas 78746 USA

+1 512 347 9300
Toll Free US +1 877 543 3749
E-mail info@lifesize.com
www.lifesize.com

EMEA:

LifeSize Regional Office
49 89 1222 899 0 (Germany)
Toll Free Europe +00 8000 999 09 799

APAC:

LifeSize Regional Office
+65 6303 8370 (Singapore)